

RECEIVED
CENTRAL FAX CENTER

MAY 19 2004

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 2642

Examiner Nguyen, Quynh H.

In Re: Joel Frederick Kilpatrick
Case: RSW920010091US1
Serial No.: 09/884,776
Filed: 06/19/2001
Subject: Method and Apparatus for Skills-Based Task Routing

To: The Commissioner of Patents
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir;

OFFICIAL

6/A
SMC
5/24/04

Response A